



Appendix A

Top Ten Documentation Errors to Avoid in the IHS



Appendix A: Top Ten Documentation Errors to Avoid in the IHS

Your business office may need to submit a claim many times before it is fully paid. To maximize collections and minimize the number of claims to resubmit, you should avoid the following common documentation errors. These errors are often associated with completing and filing the forms found in Appendix C.

1. Beneficiary name, identification number, and gender

- Name misspelled, which may result in an inability to match the eligible file.
- Identification number (i.e., social security number) missing, incomplete, or incorrect.
- Gender missing or incorrect.
- Solution: Provide the correct and complete name, identification number, and gender of the beneficiary.

2. Billing provider

- Assigned group number and PIN of billing provider missing or incorrect.
- Solution: Provide the correct group and PIN number.

3. Diagnosis

- ICD-9 codes missing or invalid.
- Solution: Provide the ICD-9 code to the highest level of specificity (i.e., include all five digits).

4. Late filing

- Solution: File claim form before the deadline. Check with your billing office staff to determine appropriate filing deadlines.

5. Modifiers

- Modifiers inappropriate, invalid, or missing.
- Solution: Provide correct modifiers.

6. Performing provider number

- PIN missing, incorrect, or does not match group practice PIN number.
- Solution: Provide the PIN of performing provider.

7. Place of service

- Place of service missing or invalid.
- Solution: Provide the place of service.



(Appendix A: Top Ten Documentation Errors to Avoid in the IHS – continued)

8. Procedure code

- CPT missing or invalid.
- Solution: Provide the correct CPT.

9. Quantity billed

- Units of service out of the billable range.
- Incorrect unit format.
- Solution: Units of service must be equal to or greater than 1 unit of service, but less than 99 units of service. Units of service must follow the following format: 1 unit = 0010 (the fourth digit is the tenths place for decimals).

10. Payment Name and Address

- Incorrect payment name and address.
- Solution: Provide the name and address to which payment should be made (e.g., IHS clinic name and address).